

North Carolina State Long-Term Care Ombudsman Program

2021 ANNUAL REPORT: OCTOBER 1, 2020 - SEPTEMBER 30, 2021

PROGRAM OVERVIEW SNAPSHOT



2,983 Complaints closed by the LTC Ombudsmen Program



1,769 Complainants assisted by State and Regional LTC Ombudsmen



7,445 Instances of technical assistance provided to individuals regarding long-term care issues



1,549 Resident visits made in adult care homes and nursing homes



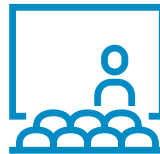
614 Facility licensure survey participation



85 Resident council meetings attended



2 Family council meetings attended



318 Community education workshops conducted



3,299 Consultations to LTC providers



102 Training sessions provided for staff in LTC facilities



621 Hours spent training community advisory committee members and new ombudsmen

Promoting quality of life and quality of care for long-term care residents.



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Aging and Adult Services

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